

W-0213A-13-0118 ORIGINAL

ARIZONA CORPORATION COMM



0000147272

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

2013 AUG 12 P 12:37

Opinion No. 2013 - 112134

Date: 8/8/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Kathleen H.

Lord

Account Name:

Kathleen H. Lord

Home:

Street:

Work:

City:

Fountain Hills

CBR

State:

AZ

Zip: 85268

is: E-Mail

Utility Company:

Chaparral City Water Company-EPCOR

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-02113A-13-0118

Chaparral City Water's plan to increase its revenue rate by 34.801 percent is outrageous. Besides the presence of coliform bacteria on several occasions (which they claimed to have fixed), the water tastes terrible and, in my opinion, is undrinkable. I have been using bottled water for drinking and cooking for years. I won't even give my cats tap water. Now they want to increase my bill by nearly 35 percent? This is crazy!

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/08/13

Emailed to the Phoenix Office for docketing.

FILE CLOSED.

\*End of Comments\*

Arizona Corporation Commission  
DOCKETED

AUG 12 2013

DOCKETED BY

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Date Completed: 8/8/2013

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